

Voice Mail Functions

First Time Enrollment:

- Press the **Messages** button on your phone.
- Enter your default password 159357.
- Follow the prompts, you will:
 - Record your name
 - Record a personal greeting
 - Change your password
- Wait for confirmation before hanging up

Check Messages *from your phone:*

- Press the **Messages** button.
- Enter your password.

Check Messages *from another phone on your company's network:*

- Press the Messages button
- Press the * (asterisk) button
- Enter your ID (extension)
- Enter your password

Check Messages *remotely:*

- Dial your VM number or backdoor number
- Press * when you hear the recording
- Enter your ID (extension)
- Enter your password.

Voice Mail Options and Shortcuts

While listening to the Main menu, press. . .

- 1 to hear new messages
- 3 to review old messages (31-saved, 32-deleted)
- 4 to change set-up options
- 411 to change your Standard Greeting
- 412 to turn on/off Alternate Greeting
- 431 to change your password
- 432 to change your recorded name

During message playback, press...

- 1 to restart message
- 2 to save message
- 3 to delete message
- 4 for slow playback
- 6 for fast playback
- 7 to rewind 5 seconds
- 8 to pause/resume
- 9 to fast-forward 5 seconds
- # to skip to next message

After Message Playback, press...

- 1 to restart message
- 2 to save message
- 3 to delete message
- 4 to reply
- 5 to forward to another user (## + ext)
- 7 to rewind 5 seconds

Anytime...

- 0 for Help
- * Cancel, Exit, or Back-up
- # Skip, Confirm, Accept, Start-Stop

netech

User Reference Guide



Cisco 7942/7962 IP Telephones

Tippecanoe County Government
Lafayette, Indiana



Soft-Keys:

- The four keys located directly below LCD screen.
- These keys will change depending on the status of your line (idle, off-hook, connected, etc.)
- Watch these soft-keys for options as you utilize different features on your phone.

Scroll/Navigation Key:

- Press Up/Down and Left/Right arrows to highlight desired row and column.
- Press **Select** soft-key to select the highlighted item.

To Place, Answer and End Calls:

- Pick up/Hang up the handset,
OR
- Activate/Deactivate the headset or speaker,
OR
- Use soft-keys: **Redial**, **New Call**, **Dial**, **Answer**, **EndCall**, **iDivert**, or **DND** where appropriate.
- Dial **9** for an outside call; either **9-911** or **911** will call your local Emergency Services dispatch

Using Call Hold:

- While on a call, press the **Hold** softkey.
- To return to the call, press the **Resume** softkey.

Switch from a connected call to answer a ringing call (Call Waiting):

- Press the **Answer** soft-key.
- Doing so answers the new call and automatically places the first call on hold.
- To switch between calls on the same line, use the scroll key to select the desired call and press the **Resume** softkey

Transferring Calls:

1. Press the **Trnsfr** soft-key. The phone will put your original call on hold and open a new line.
 2. Dial the extension to which you want to transfer your caller. You will now connect to this phone.
 3. Hang up. You are now disconnecting yourself from the call and connecting the other two parties.
- To cancel the transfer, press **EndCall** rather than hanging up, then **Resume** to get first caller back.
 - You cannot **Trnsfr** a call on hold. Press **Resume** to remove the call from hold before transferring.

Transfer Options:

- *Blind—*
Press **Trnsfr**, dial number, hang up.
- *Announced*
Press **Trnsfr**, dial number, wait on the line, announce call, hang up.
- *Direct to voicemail*
 - Press **Trnsfr**, press **Asterisk*** (star) key, dial extension, hang up.
 - Use **iDivert** to send ringing call directly to your own voice mail.
- *To leave voice mail for co-worker*
Dial **Asterisk*** plus extension, leave message

Forwarding Calls:

- Press the **CFwdAll** soft-key. You will hear two beeps.
- Dial the number to which you would like to forward the calls, or press the **Messages** button to forward all calls to your voice mail.
- To cancel, press the **CFwdAll** soft-key once.

Do Not Disturb:

- Press the **DND** soft-key to activate the Do Not Disturb feature. Your screen will show DND is active.
- New calls will flash on screen but will not ring.
- To de-activate, press the **DND** soft-key again.

Conference Calls

- During a call press the **More** soft-key, followed by the **Confrn** soft-key. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension or phone number that you would like to add to the conference.
- When you have your new caller on the line, press the **Confrn** soft-key again.
- Repeat to add additional callers, usually up to four or six total participants.
- Press **More** and then **ConfList** to view participant list; press **Update** to refresh list as needed.

Call Park

- During a call press the **More** soft-key, followed by the **Park** soft-key.
- Your phone will automatically select a park number. Note the call park number displayed on your phone screen (between **8800-8819**).
- To retrieve parked call, dial the park number on any Cisco phone to connect.
- You have a limited amount of time to retrieve a parked call before it rings back on original phone..

Features Menu/ User Options:

- Press the Settings button and select "User Preferences":
 - **Select "Brightness"**
Use the **Up**, **Down** and **Save** soft-key options to change brightness on your screen.
 - **Select "Ring Type"** and then **Select "Default Ring"** display list of ring tones
Use **Play** soft-key to listen to ring tones, then **Select** and **Save** to set the highlighted tone for your phone.
- Press the Directories button
 - **Missed Calls Log**
 - **Received Calls Log**
 - **Placed Calls Log**
 - **Corporate Directory**
 - Use Scroll key to select search field
 - Text in first 2-3 letters of first/last name, and/or extension, then press **Search**. Parameters are not case sensitive.

Over for Voicemail Instructions

